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(12) Patent Application:

(11) CA 2408553

(54) METHOD/APPARATUS FOR ENABLING PURCHASERS TO OBTAIN RETURN INFORMATION TO RETURN PRODUCTS VIA ON LINE TRANSACTIONS

(54) PROCEDE ET APPAREIL PERMETTANT AUX ACHETEURS DE PRODUITS D'OBtenir DES INFORMATIONS EN MATIERE DE RENVOI ET D'INITIER DES RETOURS DE PRODUITS PAR LE BIAIS D'UNE CONNEXION RESEAU EN LIGNE

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## ABSTRACT:

An electronic registration system facilitates authorized product returns and reduces the incidence of improper returns. A retailer sales associate is prompted to enter individual product identification information such as an individual serial number. This individual product identification information is then stored in a data base along with the date on which the product was sold and an appropriate UPC code, SKU number or manufacturer code. A check digit algorithm may be used to verify the serial number prior to storage. A sales receipt may be imprinted with at least the date of the transaction and the serial number. When a product is returned, the retailer may crossreference the serial number on the product with that on the receipt to verify the sales receipt. Otherwise, the database may be searched for pertinent sales information. A customer may also access a return authorization engine via the Internet to obtain return approval, an authorization number, return instructions, etc. to reduce retailer hassle.

CLAIMS: [Show all claims](#)

\*\*\* Note: Data on abstracts and claims is shown in the official language in which it was submitted.

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(19) 	Canadian Intellectual Property Office An Agency of Industry Canada	Office de la Propriété Intellectuelle du Canada Un organisme d'Industrie Canada	(11) CA 2 408 553	(13) A1
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- (54) PROCEDE ET APPAREIL PERMETTANT AUX ACHETEURS DE PRODUITS D'OBTENIR DES INFORMATIONS EN MATIERE DE RENVOI ET D'INITIER DES RETOURS DE PRODUITS PAR LE BIAIS D'UNE CONNEXION RESEAU EN LIGNE
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CONNEXION RESEAU EN LIGNE  
(54) Title: METHOD/APPARATUS FOR ENABLING PURCHASERS TO OBTAIN RETURN INFORMATION TO RETURN  
PRODUCTS VIA ON LINE TRANSACTIONS

(57) Abrégé/Abstract:

An electronic registration system facilitates authorized product returns and reduces the incidence of improper returns. A retailer sales associate is prompted to enter individual product identification information such as an individual serial number. This individual product identification information is then stored in a data base along with the date on which the product was sold and an appropriate UPC code, SKU number or manufacturer code. A check digit algorithm may be used to verify the serial number prior to storage. A sales receipt may be imprinted with at least the date of the transaction and the serial number. When a product is returned, the retailer may cross-reference the serial number on the product with that on the receipt to verify the sales receipt. Otherwise, the database may be searched for pertinent sales information. A customer may also access a return authorization engine via the Internet to obtain return approval, an authorization number, return instructions, etc. to reduce retailer hassle.

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